

Plan of Corrections

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Objective #1 – For you to be able to explain how the State Deficiency Report and a Plan of Correction coincide with one another.

Objective #2 – To understand when a P.O.C. is needed.

Objective #3 – Understanding of documentation should be included in the P.O.C.

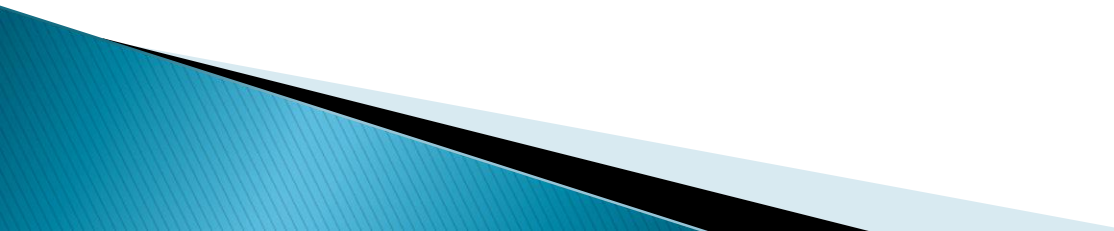
Objective #4 – Describe the process of how to submit and what happens after you submit your P.O.C.



What exactly is the State Deficiency Report?

The Deficiency Report is a written summary report describing the results of an inspection (Course Monitor, Records Audit, or otherwise) detailing any deficiencies that were noted.

With a Deficiency Report, the program will be requested to submit a Plan of Correction (P.O.C.) which gives the program an opportunity to correct the deficiency/deficiencies found.

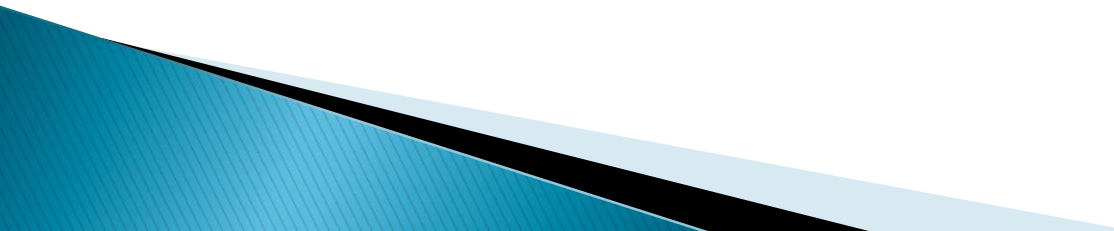


What is a Plan of Correction?

A plan of correction is the written response from a program addressing any deficiencies during an inspection.

**So, when exactly should I submit a
Plan of Correction?**

Only when the Department requests one

- Surveys
 - Records Audit
 - Course Monitor
 - Site Visit
 - Complaint/Investigation
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So what information should be included with my Plan of Correction?



Your Plan of Correction needs to answer the following questions:

Who will be the responsible party (by title)?

When will the deficiencies be corrected?

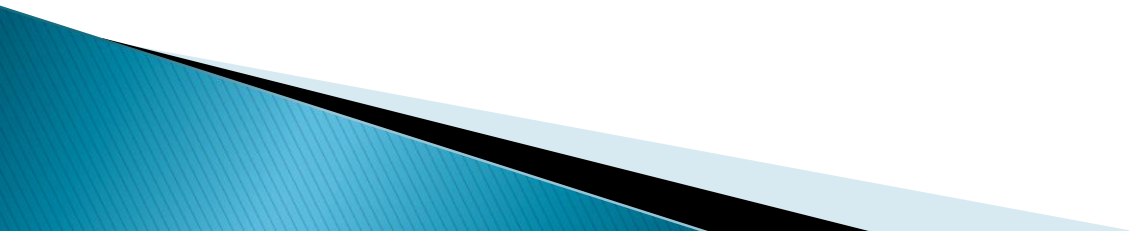
What is the plan going to be?

How will the plan be put into action?

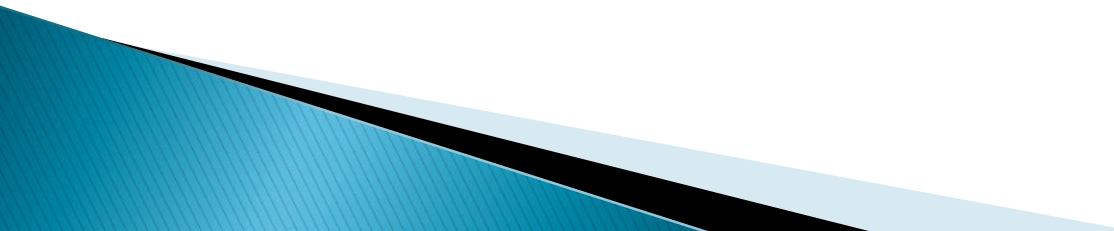
How will on-going compliance be tracked?



Once the previous questions have been answered, you are now ready to document that information on your Plan of Correction.



How should I write my Plan of Correction?

- Begin your Plan of Correction by referencing the deficiency report that you are responding to.
 - Type, or legibly write, the plan that you have implemented.
 - List the date that each deficiency has been OR will be corrected.
 - Be certain that each deficiency has its own corresponding corrective action.
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**So now that my Plan of Correction
is finished, what do I do with it?**

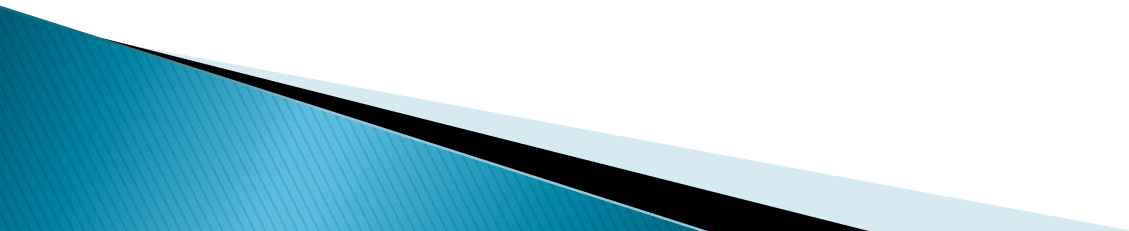
You need to submit it to the Department.

Texas Department of State Health Services
Patient Quality Care Unit
EMS Compliance Group
Attention: Staff Name (The inspector)
Fax # 1-512-821-4510


Always SAVE your confirmation page.



**My Plan of Correction has been
submitted to the Department,
what happens next?**



There are several steps that happen once your Plan of Correction is received into the Central Office.

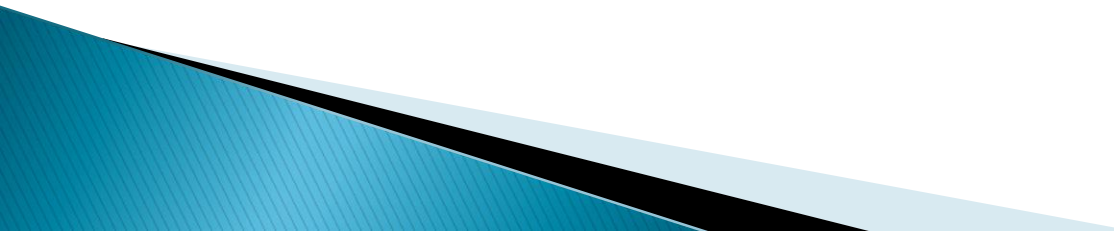
- It will be faxed to the Group Manager for the region in which the inspection occurred.
 - It will be reviews by the Group Manager and then forwarded to the inspector who performed the inspection.
 - The inspector will then review the Plan of Correction that you submitted
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Will the program be notified once the Plan of Correction has been submitted?

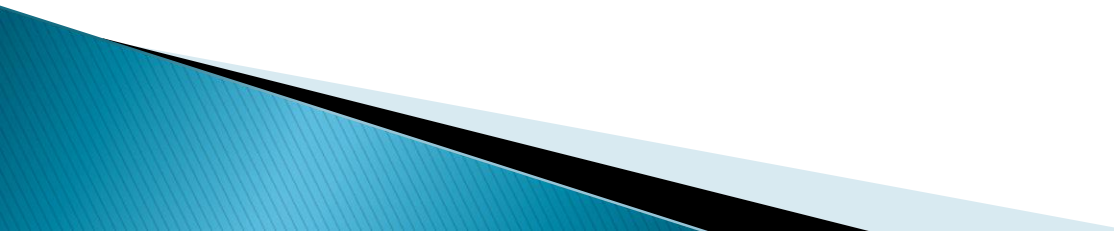


The answer is yes:

The inspector will make contact with you by phone, email, or through some other type of official correspondence to advise you that your Plan of Correction has been accepted, or whether we have additional questions/concerns regarding your plan.



Will the Department validate that I am or have done the corrective actions that I documented on my plan?



Again, the answer is yes:

- The Department can validate your Plan of Correction either at the next survey/inspection
 - The Department could also come out and validate your responses on your Plan of Correction before your next survey/inspection.
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